



## RETR Troubleshooting Guide

This guide provides information on how to resolve common issues when completing the Real Estate Transfer Return (RETR) in My Tax Account (MTA).

Review the [File a RETR](#) guide for additional instruction on how to complete the RETR before you begin.

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### RETR Receipt

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**When to use the below options:**

- **File a RETR**
  - *County Register of Deeds approval*
  - Recording a new original document
  - Recording a new correction instrument (*i.e., Affidavit of Correction*)
- **Change or amend a RETR**
  - Fixing a rejected unrecorded receipt to print and provide back to the county
    - *County Register of Deeds approval*
  - Correcting or amending a RETR that is already recorded
    - *Wisconsin Department of Revenue (DOR) approval*
      - » Information correction only (*recorded deed is correct; only RETR is incorrect*)
      - » Refund request
      - » Additional fee due request – to make an additional payment

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### Grantor or Grantee Names

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- **Individual types – must** be listed separately
  - Enter one individual, then click "add a grantor/grantee" to add another individual
- **Grantor and grantee names – must** match the drafted/notarized document you plan to record
  - If the names do not match exactly, the County Register of Deeds will reject your RETR receipt

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### SSN/FEIN/ITIN

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- **You must report** – Social Security Numbers (SSN), Individual Tax Identification Numbers (ITIN) and Federal Identification Numbers (FEIN) on the transfer return
- **Is this a law?**
  - **Yes.** Congress enacted section 1211 of the Tax Reform Act of 1976, P.L. 94-455, Title 42 U.S.C. § 405(c)(2)(C), which authorizes the use of an SSN/ITIN/FEIN by a state, "in the administration of any tax, general public assistance, driver's license, or motor vehicle registration law within its jurisdiction."
  - In addition, sec. 77.30, Wis. Stats. States, "The secretary of revenue may adopt, pursuant to Ch. 227, such rules as the secretary deems necessary in the administration of this subchapter and may proceed under sec. 73.03 (9) to enforce its provisions."
- **"Grantor/Grantee does not have an ID" box** – if you check this box, select a reason and enter an explanation, if required
- **[U.S. Tax Guide for Aliens, Publication 519](#)** – review this publication to determine whether you are required to include a SSN or ITIN

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## No Email or No Phone

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If a grantor or grantee does not have a phone number or email address, use the preparer's phone number and email address.

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## Fee Exemption

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- If a transfer fee exemption you are expecting does not appear in the dropdown, review your document type, conveyance type and grantor/grantee types
- The system only allows you to use an exemption based on the **correct document, conveyance, grantor and grantee types**
- [RETR Transfer Fee Exemption Guide](#) – review this publication for more details

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## Parcel

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- Acreage and/or square footage – use these resources to locate this information:
  - Municipal websites – property search
  - County websites – property search
  - [Wisconsin statewide parcel map](#)
- Subdivision/lot/block option – use this option for these additional parcel types:
  - Certified survey maps
  - Private claims
  - Indian claims

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## Legal Description

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- Enter the legal description listed on the instrument of conveyance
  - You can enter it manually, or copy/paste the text from another application
- Abbreviated legal description from a tax bill – is not acceptable and the County Register of Deeds will reject it

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## Resources/contact information

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### Web pages

- RETR – [revenue.wi.gov/Pages/retr/Home.aspx](http://revenue.wi.gov/Pages/retr/Home.aspx)
- MTA – [tap.revenue.wi.gov/mta/ /](http://tap.revenue.wi.gov/mta/)

### Questions? – contact us:

- Email – [RETR@wisconsin.gov](mailto:RETR@wisconsin.gov)
- Phone – (608) 264-6885 or (608) 266-1594